

# AgLearn: Past, Present and the Road Ahead



# Agenda

- Background
- Goals
- Status to Date of 2008 Objectives
- Added 2008 Objectives
- AgLearn Financial Status
- AgLearn Utilization Requirement
- Q & A

# AgLearn Background

- AgLearn is the official system of record for all training in USDA
- AgLearn provides employee training records to OPM every 2 weeks
- AgLearn has over 140,000 users
- AgLearn provides support to approximately 1,700 Agency AgLearn Administrators

# AgLearn Background

## **Available AgLearn Online Courses**

- 3,000+ SkillSoft Courses
- 850 Video Courses (Leadership Development Channel)
- 200+ Environmental Safety and Health Courses

## **Key Volume Statistics (YTD)**

- 2,209,840 online course completions since inception
- 89,000+ online “Discretionary” courses completed or in progress in FY08
- 2,500 – 3,000 SF-182’s processed each month
- 40,000+ Individual Development Plans (IDPs) in AgLearn

# AgLearn Background

- System Uptime - 99.805%
- Number of Calls: 3,934 - Number of Tickets: 1,571
- Average Speed to Answer\*: 01:13 Seconds
- Average Wait Time\*\*: 00:52 (MM:SS)
- Average Abandon Rate: 0.21% (less than 1%)
- Average Resolution time: 10:39 (HH:MM)
- % resolved at level 1: 89.65%

\***Average Speed to Answer (ASA)** - the amount of time a user is in the queue waiting for a representative to pick up their call.

\*\***Average Wait Time** - amount of time a user is placed on hold for investigation after initial contact.

# AgLearn Background

- AgLearn is recognized as the leading learning management system (LMS) across Government
- OPM Golearn has recognized AgLearn as their most cost effective LMS
- Selected by industry peers for 2007 Plateau Insights Award. Finalists included: USDA, BB&T bank, Emirates Airlines, and Computer Associates

# AgLearn Goals

- Strengthen and improve operations and AgLearn library offerings
- Pursue more discretionary training and agency specific training usage
- Implement a top-down bottom-up strategy to communicate the value AgLearn provides



# Status to Date of 2008 Objectives

- Implement Plateau SP3 with revised OPM SF-182
- Implement automated self service HD process
- Implement new external registration process
- Implement new AgLearn splash & Welcome pages
- Activate Environmental Safety & Health (ES&H) Courses (For agencies who funded)
- Increase AgLearn HW/SW system capacity

Red = Completed



# Status to Date of 2008 Objectives

- Implement role based administration
- Develop and implement on-line role based courses
- Implement chargeback methodology
- **Implement Retirement & Financial Planning toolbox**
- Continue to execute marketing strategy (expand discretionary training by 500% over FY07)
- **Develop & run monthly reports for progress on metrics**
- Revise AgLearn policy

**Red = Completed**

# Status to Date of 2008 Objectives

- Integrate AgLearn with EIMS (HR Connector)
- Set up agency specific subject area catalogs
- Organize common interest courses
- Develop agency specified common data reports
- Integrate other LMS content, such as FAI and GSA
- Identify and seek to fill gaps in AgLearn's online training portfolio
- Determine feasibility of integrating with FFIS

Red = Completed

# Status to Date of 2008 Objectives

- Work closer with agency CIO's to inform them of preventable system issues
- ~~Implement AgLearn Change Management Board~~
- Determine how to integrate w/EmpowHR
- Investigate hosting video content on AgLearn
- Develop blended learning training for key needs
- Determine feasibility of offering blended learning service
- Investigate Books 24 X 7 pilot

Red = Completed

# Status to Date of 2008 Objectives

- Determine feasibility of developing SLA's
- ~~Implement Plateau SP5 Release~~
- Enable Employees to receive college credits for SkillSoft Courses

# Added 2008 Objectives

- Resolve issues with Plateau functionality
  - Make all SF-182 changes that GP can perform
  - Work with Plateau on resolving outstanding SP3 issues
  - Work with GPUG to implement GPUG identified SF-182 enhancements
  - Identify USDA's priority issues & contract with Plateau for changes
  - Work with Plateau to identify new SF-182 process in Plateau 6.0
- Resolve Mandatory Training Issues
  - Provide leadership in incorporating lessons learned into future mandatory training
  - Seek possible solutions to improve low band width situations

# Added 2008 Objectives

- Provide ways for the learner to more fully realize the breadth of available training
- More effectively utilize AgLearn capabilities to transfer knowledge to new employees
- Widely communicate the value proposition AgLearn provides to agency management

# AgLearn Financial Status

- FY08 funding straight lined from FY07 is \$3.7
- “Optional services” funded separately \$372,405
- GoLearn fees recently renegotiated to 7.5% (was 22% in 2006 and 10% in 2007)
- AgLearn has a cost identification process in place to capture discreet costs per type of service for each agency
- For 2008, only part of AgLearn is in the Working Capital Fund (WCF). We will pursue full WCF in FY09.
- Minimal cost increases for FY09 are anticipated.



# AgLearn Utilization Requirement

Effective May 2, 2008, all USDA personnel are to use AgLearn as their primary training tool

- *“Agencies must first review previously purchased online training in AgLearn to verify that the course is not available prior to buying equivalent classroom training or other on-line instruction.”*
- *Exceptions*
  - *Requestor and Supervisor verify that the training is not among AgLearn N/C training*
  - *Additional training is needed after taking AgLearn N/C training*
  - *Requestor can demonstrate that requested training uniquely addresses training requirements not offered by AgLearn N/C training*
  - *Requested course is N/C*

# Help Us Help You!



## Q & A